APPENDIX E –

Trustees and Friends Web Survey - Summary Report

Please indicate the name of the library for which you are a trustee or friend.

Count	Response
8	No Library Identified
1	Adams Memorial Library
1	Adams Mem. Library
2	Adams Memorial Library
1	Adams Memorial Library
1	All Anderson County Libraries
1	Anderson County
1	Anderson County - Briceville, Clinton, Lake City, Norris
1	Anderson County Library System
1	Argie Cooper
3	Argie Cooper Public Library
1	Art Circle Library
1	Art Circle Public Lib
7	Art Circle Public Library
1	Audrey Pack Memorial Library
1	Benton County & Big Sandy Branch
1	Benton County Public Library
1	Blaine, Beanstation, Rutledge - Washburn
1	Bledsoe County Library
3	Bledsoe County Public Library
1	Blount County Library
3	Blount County Public Library
1	Blount County Public Library
1	Blue Grass Regional
1	Blue Grass Regional Library

Count	Response
1	Brentwood Public Library
1	Brentwood TN
1	Bristol Public Library
1	Bristol TN
1	Burritt
1	C.E. Weldon Public Library
1	C.E. Weldon, Martin, TN
1	C.E. Weldon Library
1	CLAIBORNE COUNTY LIBRARY
1	CLINTON PUBLIC LIBRARY
1	Clarksville-Montgomery County Public Library
1	Cheatham Co. Public Library
1	Cheatham County Public
1	Church Hill Public Library
1	Church Hill
2	Claiborne County Library
1	Clarksville Montgomery County
1	Clarksville Montgomery County PL
1	Clarksville-Montgomery County
1	Clarksville-Montgomery County Public Library
1	Clarksville/Montgomery County Public Library
3	Cleveland Bradley County
1	Clinton
1	Clinton Library
5	Clinton Public Library
1	Clinton Public Library
1	Clinton public library
1	Clyde W. Roddy Public Library
1	Coalmont Public Library
1	Coffee County Public Libraries
1	DICKSON COUNTY

Count	Response
1	Dandridge
1	Dr. Nathan Porter Library
1	Dunlap
1	Dunlap Library
1	Dunlap Public Library
1	Dunlap, TN, Library
1	E G Fisher Public Library
1	E. G. Fisher
3	E. G. Fisher Public Library
1	E.G. Fisher Public Library
1	East Polk County
1	East and West Polk County Libraries
1	East/West Polk Libraries
2	Elma Ross Public Library
1	Englewood Public Library
1	Etowah Carnegie Library
1	Etowah Carnegie Public Library
1	Etowah, Tn.
1	Fayetteville - Lincoln County Public
1	Fort Loudon Regional Library
1	Fort Loudoun Regional Library and Meigs County Library Board
3	Fred A. Vaught Memorial Library
2	Fred A. Vaught Public Library
1	Fred Vaught Public Library
1	Friend
1	Friend-Linebaugh Public Library
1	Gallatin Public Library
1	Gorham MacBane
1	Gorham MacBane
1	Gorham MacBane Library
3	Gorham-MacBane

Count	Response
1	Gorham-MacBane Library
1	Gorham-MacBane Public Library
1	Grainger County Libraries
1	Greeneville-Greene County Public
1	Greeneville-Greene County Public Library
1	H. B. Stamps
1	HARROGATE BOOKSTATION
1	HAWKINS COUNTY LIBRARY SYSTEM
1	Hancock Co Public Library
1	Hancock County
1	Hancock County Public Library
2	Harriman Public Library
1	Hawkins County
2	Hawkins County Library System
1	Hendersonville Public Library
1	Houston County
2	Houston County Library
5	Houston County Public Library
1	Houston county library
1	Humphreys County
1	Humphreys County Public Library
1	Huntsville Public Library
1	J. H. Warf Public Library
1	Jacksboro, LaFollette, Caryville, Jellico
1	Jefferson Co
1	Jefferson County
1	Johnson City
1	Johnson City Public Library
12	Johnson City Public Library
1	Johnson City
1	Johnson County Public Library

Count	Response
1	Jonesborough/Gray
1	Kingsport Public Library
1	Lake City, Norris, Briceville, Clinton
1	Lebanon-Wilson County Library
3	Lewis County Public Library
1	Lewis county public library
2	Linebaugh Public Library
1	Luttrell and Maynardville
1	Lewis Co. Public Library
1	MILLARD OAKLEY PUBLIC LIBRARY
1	Macon County Library System
1	Macon County Public Library
2	Madisonville Public Library
1	Maury County Public Library
1	Maynardville Public Library and Luttrell Public Library
2	McIver's Grant
1	McIver's Grant
1	Millard Oakley Public Library
1	Millard Oakley Library
1	Millard Oakley Public Library
1	Morgan County
1	Morgan County Library Board
1	Morgan County Trustee - Coalfield Lib Area
1	Morristown-Hamblen
3	Morristown-Hamblen Library
1	Ned R. McWherter Weakley County Library
1	Nolichucky regional library
1	Oneida Public Library
1	Overton County Public Library (Millard Oakley Public Library)
2	Pigeon Forge Public Library
1	Polk County

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Count	Response
1	Putnam County
4	Putnam County Library
1	Putnam County PL
1	Putnam County, Cookeville
1	Rhea County Library Board
1	Rogersville
2	Scott County Public Libraries
1	Sequatchie County Library
1	Sequatchie
1	Sequatchie CO Public Library
1	Sequatchie Co. Public Library
2	Sequatchie Co. Public Library
1	Sequatchie Co. Public library
2	Sequatchie County
1	Sequatchie County - Dunlap, TN
1	Sequatchie County Friends Library
8	Sequatchie County Library
1	Sequatchie County Pub. Lib.
12	Sequatchie County Public Library
2	Stewart County Public Library
1	Stokely Memorial Library
1	Sullivan CO
1	Sweetwater Public Library
3	Tellico Plains
2	Tellico Plains Public Library
1	Tellico Village
3	Unicoi County Public Library
1	Union County
1	Winfield Public Library
1	Wartburg
3	Washington County-Jonesborough Library

Count	Response
1	Wayne County Public Library and Blue Grass Regional Library
2	White County Public
3	White County Public Library
2	White House
1	White House Inn Library & Museum
1	White House Public Library
1	White Pine City Library
1	White Pine Public Library
1	Wilson County
1	Argie Cooper
1	Argie Cooper public library
1	Campbell co. library board - Lafollette friends
1	Charles R. Holland Memorial
1	Charles Ralph Holland memorial lib
2	Church Hill
1	Claiborne County
1	Clarksville
1	Clay County Library
1	Clinton Public Library
1	Cocke County Library Board
1	Fayetteville - Lincoln County
1	Fisher
1	Fred A. Vaught memorial library
1	Gibson County Memorial Library
1	Grainger County Library Board
1	Graysville Public
1	Hancock County
1	Lake City Library
1	Lewis County Public Library
1	Scott County Library Board; Robbins Library Book Station
1	Scott County Public Library

Count	Response
1	Sequatchie Co. Public Library
1	Sequatchie Co. Public Library
2	Sequatchie County Library
1	South Cheatham
1	Stewart County Public Library
1	Union County libraries - Maynardville & Luttrell
1	Wartburg Public Library
2	White County Public Library

Please indicate the County in which your library is located.

Count	Response
7	No response
1	ANDERSON
11	Anderson
3	Anderson County
3	Bedford
1	Bedford County TN
1	Benton
1	Benton County
2	Bledsoe
2	Bledsoe County
3	Blount
2	Blount County
3	Bradley
2	CLAIBORNE
1	Campbell
5	Cannon
1	Cheatham
1	Cheatham Co.
2	Claiborne

Count	Response
1	Cocke
1	Coffee County, Tennessee
9	Cumberland
1	DICKSON COUNTY
3	Dyer
1	Grainger
1	Grainger County
2	Greene
1	Grundy
1	HAWKINS COUNTY
3	Hamblen
1	Hamblen County
1	Hancock
1	Hancock County
5	Hawkins
1	Hawkins County
1	Haywood
1	Haywood County
4	Houston
4	Houston County
1	Houston County, TN
1	Humphreys County
1	Humphreys County in Tennessee
3	Jefferson
1	Jefferson Co
1	Jefferson County
1	Johnson Co. TN
1	LEWIS
2	Lewis
3	Lewis County
1	Lewis County Public Library

Count	Response
1	Lincoln
1	Loudon
2	Macon
3	Maury
10	McMinn
1	Meigs
1	Meigs County
7	Monroe
1	Monroe County
3	Montgomery
3	Montgomery County
4	Morgan
1	Morgan County
1	OVERTON
3	Overton
1	Overton County
3	Polk
1	Polk County
3	Putnam
4	Putnam County
3	Rhea
1	Roane
1	Roane County
11	Robertson
1	Robertson County
1	Rogersville, Church Hill, Surgoinsville
3	Rutherford
2	Scott
3	Scott County
1	Sequatchie
24	Sequatchie

Count	Response
1	Sequatchie Co.
9	Sequatchie County
1	Sequatchie County, Tennessee
1	Sevier County
1	Stewart
1	Stewart County, Tennessee
1	Sullivan
1	Sullivan Co
1	Sullivan Co. TN/Cities of Bristol TN-VA
1	Sullivan TN and City of Bristol VA
1	Sumner
1	Sumner County
5	Trousdale
1	Trousdale County
1	Unicoi
2	Unicoi County
2	Union
1	Union County
1	Van Buren
15	Washington
3	Washington County
1	Washington County, Tenn.
1	Wayne
4	Weakley
1	Weakley County
4	White
1	White Co
1	Williamson
1	Williamson County
2	Wilson County
2	Anderson

Count	Response
2	Bedford
1	Campbell county
1	Cheatham
1	Claiborne co
1	Clay
1	Cocke county
1	Gibson
1	Grainger
3	Hancock
2	Hawkins
2	Jackson
1	Lewis
1	Lincoln
1	McMinn
1	Montgomery
1	Morgan county
1	Rhea
2	Scott
2	Sequatchie
2	Sequatchie County
1	Sevier
1	Stewart
1	Trousdale
1	Union
2	White

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Please indicate the regional system that serves your library.

Value	Count	Percent %
Don't Know/Not Sure	11	3.4%
Blue Grass Regional Library	13	4.1%
Caney Fork Regional Library	60	18.8%
Clinch-Powell Regional Library	40	12.5%
Forked Deer Regional Library	6	1.9%
Fort Loudoun Regional Library	40	12.5%
Highland Rim Regional Library	24	7.5%
Nolichucky Regional Library	27	8.5%
Reelfoot Regional Library	8	2.5%
Upper Cumberland Regional Library	18	5.6%
Warioto Regional Library	36	11.3%
Watauga Regional Library	30	9.4%

Which of the following describes the role(s) that you play in your local library: (Please check all that apply.)

Value	Count	Percent %
Trustee/Board Member	195	62.7%
Friend	163	52.4%
Volunteer	73	23.5%
Other (please specify)	25	8%

If you selected "other," please specify here.

Count	Response
1	A member of Friends
1	Bledsoe County Mayor
1	Chair - Argie Cooper Lib Foundation
1	Chair, Rhea County Library Board

Count	Response
1	County Mayor
1	Director
1	Ex-officio due to my regional board status
1	Financial supporter
1	Friends of the JC Library Board
1	Friends of the Library Board
1	I use the library and their many programs offered.
1	I use the resources our Library provides.
1	Library Assistant
2	Library Director
1	Loudon County Lib. Board member
1	Part Time Employee
1	Part-time worker
1	Past President of Friends
1	Patron
1	Retired library director
1	Watauga Regional Board Member
1	financial donor and user
1	formerly a Trustee/Board Member
1	frequently check out books
1	Former Regional Trustee and Chairman of the Regional Board, Sounding board with a background as a librarian

How many library board meetings are held by your library in a typical year?

Count	Response
18	10
18	11
37	12
1	14
1	16
1	2
24	4
1	5
89	6
1	7
3	9

During the last year, at how many of these meetings was the regional library director in attendance?

Count	Response
16	0
6	1
15	10
1	100%
7	11
15	12
6	2
19	3
23	4
21	5
43	6
2	7

Count	Response
1	8
11	9

Ideally, how many of your local library board meetings would the regional library director attend?

Count	Response
5	0
4	1
15	10
2	100%
6	11
19	12
10	2
13	3
23	4
3	5
1	50%
71	6
2	7
1	8
1	80%
9	9

Please rank the following regional library services in terms of their importance to YOUR library.

Item	Total Score[1]	Overall Rank
Technology support	1808	1
Consulting/professional assistance	1777	2
Continuing education	1543	3
Cataloging of State purchased materials	1401	4
Group purchasing of equipment and/or supplies	1377	5
Ordering of books and other library materials	1351	6
Physical processing of State purchased materials	1284	7
Outreach to children	1162	8
Outreach to rural/underserved areas	1147	9
Cataloging of locally purchased/donated materials	995	10
Outreach to seniors	923	11
Physical processing of locally purchased/donated materials	901	12
Other (please specify below)	241	13

[1] **Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.**

What would you characterize as the greatest challenge facing YOUR library in the next five years?

Count	Response
9	No response
1	More Funds
1	Obtaining/providing funding for computer replacement on a continual basis
1	build a larger building, provide updated computers
1	more people using the library.
1	1 Increasing readership 2 Keeping up with new technology. 3 Keeping funding.
1	1) adequate funding 2) our archives facility
1	A most needed increase in funding from municipalities served.
1	ADAPT TO THE LITERARY/TECHNOLOGICAL NEEDS OF THE COMMUNITY
1	Adequate funding in support of staff compensation and collections upkeep

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Count	Response
1	Adequate funding to help us keep up with our patron's needs
1	BUDGET CONCERNS THE COMPUTER REPLACING A BOOK
1	Being able to provide the current technology, materials, and staff without adequate funding.
1	Budget
1	Budget & library staffing
1	Budget constraints
1	Budget cuts
1	Budget funding and expansion of libraries which are sorely needed.
1	Budget issues.
1	Budgeting and funding to meet standards of maintenance.
1	Building a new library
1	Building a new/renovated facility
1	Computer support and growing the computer lab area.
1	Continuing to receive new books.
1	Continuing to supply the community with dwindling funds
1	County and city funding.
1	Creating a more friendly user library
1	Diminishing budget support at the state level.
1	Enough money to do what we need to do.
1	Expansion. the library needs to have more square footage.
2	FUNDING
1	FUNDING AND GROWTH.
1	Finances
1	Financial
1	Financial Support
1	Financial challenges, budget, dwindling funds from city/county.
1	Financial support
1	Financial support from state and federal entities
1	Financial support from the three governing bodies in Blount County.
1	Financing
1	Financing a small rural library.

Count	Response
1	Funding
8	Funding
1	Funding Hours Technology
1	Funding Space Building Maintenance
1	Funding
1	Funding and facilities to accommodate growth
1	Funding and keeping up with new technology.
1	Funding and space
1	Funding and staffing
1	Funding and staffing!!!!!!
1	Funding for full service libraries
1	Funding for the library
1	Funding in uncertain financial times.
1	Funding levels are not increasing to cover increasing costs.
1	Funding of programming, materials & technology advancement
1	Funding to maintain current services and also expand services.
1	Funding, lack of space, and "Keeping up" with technology
1	Funding, which will affect staffing, weekend hours and collection enhancement
1	Funding.
1	Funding.
1	Funds for purchasing new books and maintaining the physical building.
1	Funds to employee more help
1	Funds to support it
1	Growing to our potential. We will face space limitations and funding problems.
1	Growth
1	Growth - Library is too small. Need more physical space - new building
1	Growth and expansion. Finding funding and moving our facility forward.
1	Growth and space combined with funding
1	Having necessary funds to maintain the building and collection.
1	Having the money to pay for staff, books, everyday running expenses and supplies.
1	INTEREST IN THE COMMUNITY

Count	Response
1	Identifying innovative approaches to promote attendance of youth in the library
1	Increased demand for technology and its application to patrons and library staff.
1	Integration of rapidly changing technologies, increased costs of acquisitions and security.
1	Keeping up to date with technology services.
1	Keeping up to speed offering services to the community with limited resources
1	Keeping up with new technology and the changes in information patterns.
1	Keeping up with technology changes and demands
1	Keeping up with technology
1	Keeping up with technology.
1	Keeping up with the building and fast-paced electronics.
1	Keeping up with the rapid growth in technology
1	Lack of Space - In the next five years I think we will use more space than we have.
1	Lack of funding by City/County--they contribute nothing for acquisitions.
1	Lack of funding for operations and capital expenses.
1	Lack of funding to build a badly needed facility
1	Lack of funding.
1	Lack of funds to better reach out to our low income community.
1	Lack of funds to provide services to the community.
1	Lack of space
1	Lack of space for materials and programs. Funding seems to be a real problem, as well.
1	Leadership!
1	Less patrons reading written materials
1	Local Funding and the need for expansion of the facility.
1	Local budget cuts/MOE! Desperately need at least one more full time staff - no money.
1	Local funding. We need a better pay scale for workers, benefits for workers and more space.
1	Losing all of the services listed above
1	MONEY!!! The Lack of!!
1	Maintaining funding to meet growing community needs for technology services
1	Maintaining the level of services we want to provide.
1	Maintaining the services available to our community with a difficult economic situation.
1	Meeting the needs of a changing patron base. and as always, funding.

Count	Response
1	Money
1	Money appropriated for operating expenses and salaries
1	Money for operation and expansion
1	Money for staffing Budget in general Keeping up with technology advances
1	Money of course!
1	Money!
1	More space
1	Need to make addition to building. Need funding and support of local officials.
1	Needed Staff, Budget
1	New facility
1	New building
1	New building - Finding funding
1	New circulation system.
1	PROVIDING NEW SERVICES TO MEET PATRONS NEEDS AND EXPECTATIONS
1	Probably cutbacks in funding would be this library's greatest challenge.
1	Probably needing room to expand
1	Promote the value of the library to the citizens of Cumberland County and its commissioners.
1	Providing a new cataloging and computer system
1	Providing additional space and financial support for this growth
1	Providing adequate services with limited financial resources.
1	Purchasing a new circulation system and meeting the increasing needs of patrons.
1	Reduced budget
1	Remaining technologically forward and accessible to the public.
1	Renovation of present physical structure.
1	Servicing more people with fewer resources. Responding to changes in technology.
1	Small space and crowded conditions.
2	Space
1	Space limitations. Need for a new building.
1	Space limitations; make more progress in technological services and funding.
1	Space. Our library has not kept pace with the growth of the county.
1	Space. We are continuing to grow and cannot offer additional services because of lack of space

Count	Response
1	Staff. There are not enough people to do things that need to be done.
1	State and Local Funds
1	Sufficient funding for acquisitions and payroll.
1	Sufficient funds for replacing books and purchasing new ones.
1	Technology, Finances
1	The library needs to keep a good selection of current books.
1	The new technology that is out.
1	The transition to electronic forms of material.
1	Trying to keep up with technology and user needs with a limited budget and a non-degreed staff
1	Underfunding
1	We don't have enough space for books and programs.
1	advancing in technology to keep up with the times
1	area unemployment
1	Budget
2	budget & staffing
1	budget & staffing
1	budget cuts
1	budget for staff and materials
1	budget, staffing
1	budgeting and personnel as well as genealogical items
1	Budgets
1	creation of a branch
1	Debt
1	decreased/static funding by local governments
1	expansion and growth, buildings, services
2	Finances
1	Financial
1	Financial stability
1	Financial support from the county and the state
1	Financing
3	Funding

Count	Response
1	Funding a music room
1	Funding for new library
1	Funding from the County.
1	Funding from the county
1	Funding to stay up to date with the technology
1	Funding, staffing
2	Funds
1	Identifying the changing needs of the community
1	Keeping abreast of the latest technology.
1	Keeping up with technology, computers, other advances in technology.
1	Keeping updated with technology
1	Lack of funding for equipment & more staff
1	Maintaining a level budget and increasing services
4	Money
1	Money being in county budget, and need more room-need to expand building
1	Money to keep our library running and being able to purchase things for the library
1	Money, money, money, money
1	Moving to more space in 2011 expected
1	Funding for expansion and salary increases.
1	Not enough financial support. not enough state or county government support
1	Our library is understaffed, so I think processing materials will be their greatest challenge
1	Physical expansion
1	Physical space & staff to expand services
1	Proper monetary funding
1	Receiving new material
1	Securing enough money to operate
2	Space
1	Space (lack of), technology
1	Space , community outreach (which they do quite well)
1	Space, keeping up with new technology, funding
1	Space, technology

Count	Response
1	Staffing & budget
1	The state and local budget
1	Upgrading to a new circulation system
1	Keeping the regional library and all their services that wouldn't be done if it wasn't for their knowledge and prompt service.
1	Keeping memberships and having quality books, videos, etc for our members. Money is necessary to achieve these things.
1	Adequate funds for materials and technology although salaries and additional personnel will probably require more funding.
1	Outreach to our local population as they face the challenges of unemployment and under-employment.
1	Funding for purchases, and salaries of employees, The library is thought of as a "Charity" by county officials
1	We need a new building. The present facility is too small to provide patrons with sufficient materials.
1	The greatest challenge I envisage in the next five years is providing funding that can support the staff, material and equipment needed to supply the increasing usage of all types of media by an ever growing clientele with very diverse needs and interests.
1	Meeting the needs of the community for electronic communication. Maintaining the funds necessary to keep operating with the declining economy.
1	We need more staff to operate and there is no money for salaries. Our building is old and was not wired for all the technology and we are running out of space. So a new building would be wonderful and the ability to be open in the evenings.
1	The greatest challenges our library will face in the next five years is keeping up with technology given our limited funding and providing our patrons with a level of quality of materials, technology and services that libraries in larger regions are already providing. Libraries in larger cities have many more amenities for their patrons including more study stalls with audio/visual equipment and other learning devices which are very important to our young people today. They also have a wider range of books, CDs and DVDs. And they tend to be more widely visited because of these amenities they are able to provide. Morristown-Hamblen library has made great strides in renovating its library and making it bigger and more appealing to its patrons. It will require a tremendous amount of support by its local, regional and state-level political constituents so that local patrons will see the value this library provides. Most people do not see the value of a library and the importance of supporting it until it is unable to sustain itself and closes. Morristown-Hamblen library will have to strive to not only retain its current Friends and supporters, but it will have to reinvent ways to increase this circle of support in the near future both in terms of funding and increased use of the facilities.
1	Space!! We are outgrowing our present space and parking area. Of course, finances will continue to be a challenge as we face growth in the future and also, staying current with technology.
1	For both Stokely Memorial & Cosby Libraries - the purchase of property and building (either new building or building in existence) for needed space
1	Continued growth. Our library is very popular and people do not have a card can enjoy many free activities such as Story time and creative drawing. Teens have a place to study and just relax with a good book or studies.
1	Kindle and other such, funds to continuously update computers, budget cuts require fewer staff to do more - I don't see the economy improving much in 5 years - library cuts/closings are severe.
1	I think our greatest challenge facing both libraries is space. The Big Sandy Library is very short on space and the director is trying to come up with more creative use of the space. The Benton County Library is a relatively new building, and we already need to shift things around, remodeling as we have new technology available to our users.

Count	Response
1	Maintaining services with no significant staff increases. Local governments are not generating additional revenue which means doing more with less. Further developing the libraries website and our new web-based circulation system should help increase staff efficiencies.
1	Being able to serve the needs of the growing community. Our Library is small for the area it serves.
1	Technology support. Although our library has highly dedicated employees who have worked hard to learn all they can about current technologies, we cannot afford to pay a tech support person and the complexities of information technology demand support if it is to be worth what we spend on it or receive through grants.
1	Maintaining services and materials at least at the level we currently have with limited funding from the city, county, and others.
1	Financial challenges: the city is cutting their budget and the library is one area that they are considering eliminating funds.
1	Modernizing, increasing and updating our collection to meet the level III criteria. Adapting to the changes being brought about by the "digital age." Convincing funders of the need to support these challenges.
1	In my opinion, one of the greatest challenges that our library is facing in space. Our county's population has been growing at an incredibly high rate over the last few years. Our small library does it's best to accommodate the increasing number of visitors. On any given day, the computer room is full with other people waiting to have a turn. Society's move toward technology hasn't slowed down. In a rural county like ours where a large percentage of families live below the poverty level, the library is a necessity for school and college age children. Many of the teachers in our school system incorrectly assume that all of the children have computers and internet at home. The assignments that are given require the internet to complete them. The library is the only place that many of the children have to go so that they can complete their homework. Providing up-to-date technology is an important service that our library provides. Having the space to house it, is challenging. Especially, when you have readers, like myself, that ask for more titles in more genres. Finding space to shelve the books is an adventure all on its own.
1	Budget cuts. Our library is small but vital to our community. Not only can you check out books you can use the computer and internet there as well. This is extremely valuable to unemployed people to be able to come to the library and use the computers to help with job searches and resume building.
1	Making our community more aware of what we have to offer. With a new director and more technology available we need to make every effort to have people know that our library is offering a friendlier, educational environment where the children will be welcome. We need to offer the patrons the availability of any new technology that becomes available so that they can stay current on what is needed in today's society. WE need a more pleasant appearance when you come into the building that makes it warm and inviting. As a small community we need all the help we can get.
1	Our library (which is made up of three different branch locations in the county) is not on a computerized system! We still use the old-fashioned, out-of-date system of hand-stamping books! The greatest challenge is to update our libraries and to have a Board of Trustees that is capable of leading our library directors to meet and exceed the minimum standards. Some of our branches/directors are amazing and innovative with great programs for the community, while another branch/director lacks in most areas. How do we equip the Board to properly manage the directors using the authority they have, but do not use? There is so much potential for what our libraries could be, but we don't have the right leadership to help them to get there.
1	Being viewed as a low value asset for the community, which could then be used to justify reducing budgets and in turn the services offered.
1	Adequate budget to purchase the books and materials, provide technical support, and a place to provide these things for the public. Building a new library is critical to the area in the next five years.
1	A lack of comprehensive community outreach needs to be addressed. Acquainting a wider audience for various library services would help increase funds, and create a more vibrant atmosphere. An atmosphere of exclusivity exists (with the exception of a fine librarian!) with secular Christian tones that appeal to a narrow constituency. Books on library shelves reflect the above.
1	The population is growing very quickly and the library needs more space which means a new building. I don't

Count	Response
	think the county or city has the funds to consider a new building or the salaries for extra help if we had a larger building.
1	Securing enough books to meet our suggested minimum for a library our size serving a population of Gallatin of over 25,000.
1	Funding, especially for staff. We have built a new library, 3 times the size of the old one, and usage has more than doubled, but our finding is at the same level.
1	Convincing Hawkins County and the cities of Rogersville, Surgoinsville, and Church Hill to vote adequate financial support for the libraries.
1	Coffee County libraries (2) are both in need of a new facility. Finding available real estate at a reasonable price and funding the construction of those buildings will be a major challenge for us.
1	Funding. As our government at the Federal level makes cuts to the State, the State will have to adjust by making cuts across the board. This can only mean fewer dollars to pass down to the library. Not only will the library receive less on the state level - I fear this will happen at the local level as well. Mainly, due to lack of state funds coming in.
1	Funding issues are in the forefront. Technology - maintaining and purchasing the latest available technologies for library usage.
1	Keeping up with technology to provide a wide diversity of library services that will be needed by library patrons in the 21st century.
1	Rising costs of purchasing book and computers to serve the area against decreasing budget allotments from state and local governments
1	Lack of governmental support - the staff are not "employees" in the traditional sense, and do not have paid holidays, regular (by comparison to taxpayer supported libraries) salaries or any benefits.
1	I am the newest member to the board, filling a vacant seat less than one month ago. Personally my short term goals is to become more informed on all current issues as well as future issues facing our library. Accomplishing this goal will enable me to utilize and maximize my abilities to better serve. I do know that two of the biggest issues facing our library are funding and future building remodeling and expansion plans.
1	Obtaining overdue books = many of our books are grossly overdue and the library has little recourse to insure return. It limits the books that members have available to rent, may cause them to feel that our library is very accommodating.
1	Finding the funding to continue to offer our patrons the services we have now as well as to update as newer technologies become available.
1	More people using online services rather than the actual checking out of books - how does the library remain intact??
1	Funding. The state takes away services that need to be replaced with funds that were budgeted for other areas.
1	The ability to continue to serve and supply adequate materials for our rural population. Since we are a small facility we depend on our regional library to provide timely assistance for request that may be made by our public and also our county government.
1	local support - county has to pay for more and more things, maintaining our required degree of financial support will be a challenge
1	Maintaining services and programs without adequate financial support along with the need for an increase in space.
1	Local funding because it has been cut the past two years. It has been even difficult to offer inter library loans services because of the expense of postage. Memorial donations are almost non-existent which makes it hard to purchase requested materials.

Count	Response
1	Expansion to meet community needs. The library is already so full the collection expansion is limited. Growth in staff, also. The existing staff does not reasonably permit expanding needed services or adding new needed services.
1	we have outgrown the needs of our physical building and we desperately need to expand and in that area. In order to face the new and changing technology, the walls of our now existing library will have to be expanded
1	The greatest challenge to our libraries will be if Nolichucky is closed. Also with the vast numbers moving into our area, we will need more space.
1	Keeping up with the increasing demand for books, research material and computer availability. Space is a big concern.
1	Funding - The current facility is grossly overcrowded and under-funded. There isn't room for new additions of books, audio/visual, technologies, anything.
1	The Putnam County Library is in serious need of more space and updated facilities in general. When I visit other libraries, I see how badly we have fallen behind in physical plant and space and in content. We should have more books.
1	Getting the rest of the funding for the proposed new building, and getting it built in a timely fashion. Our library is seriously overcrowded.
1	being able to provide better pay for employees and providing more space and more services for the public
1	Trying to stay current with IT innovations related to libraries--being a 21st century library. (and funding, of course)
1	Our greatest challenge will be to get our libraries up to the minimum standards for full-service facilities.
1	We have very low pay-scale for our director & assistant & our county is very poor with no revenue & high taxes. Would like to see staff with better pay & benefits
1	Space to grow to accommodate services provided by the library. Our facility needs more floor space, additional study or conference rooms, a children's area in which to hold programs such as Summer Reading Programs, story hour and visiting Head Start classes and adult programming. This is just to name a few. Continued Regional support is a must for our limited library area and staff.
1	We have trouble attracting new board members. Our county has recently gotten a library grant for the school system, which includes cooperation with the public library. I think this will increase circulation for our library.
1	1-expansion - completed capital campaign to build new library 2-best possible library service with $$ available 3-technological expansion 4-creative use of resources 5-become the information center for the community
1	Upgrading technology and continuing to provide a good selection of materials in an era of budget crunching.
1	Understanding that the libraries in Union County are actually community centers, serving a broader function than only as libraries. Once we understand this, we need an action plan to optimize our resources and then implement it.
1	Maintaining all of the wonderful services that this library provides in these difficult economic times.
1	Funding and keeping up with modern technologies also current released books, computer use and other things related
1	funding staying the same, even though our population and number of patrons have grown significantly
1	Financial allocations covering our budget obligations. Having the local organizations contributing to the needs of the library. Keeping equipment up to date with current programs.
1	Space now is limited and more would be very useful. Perhaps something to do with computers or teaching

Count	Response
	classes. Things are changing so very rapidly in the electronic world it is hard to know. Although a lot of people now like to read actual books by then something new could be replacing them and we will need something new.
1	Running out of space, and having to weed over 5% of the collection per year. Books are being destroyed that could be sent to other groups and agencies, i.e., senior citizens, nursing homes and prisons and instead are being put in a landfill when they are in perfect condition.
1	Serving patrons in the electronic world. More computers, e-books, extended online services, etc. - some we may not even have thought of yet!
1	Keeping up with technology and funding. The State of Tennessee has been fortunate to receive the Gates Foundation Grants for computers in the Library. Hopefully, we will continue to receive these funds because it would be impossible to fund upgraded computers as often as the technology changes. We have met MOE but operating money has decreased as salaries have risen.
1	Keeping the patrons interested in the library, and continued use of the library as a part of the community.
1	New Technology and space for additional equipment along with the continuous acquisition of new books and materials.
1	1. Raising/locating funding to renovate and/or expand our current library building 2. Integrating Harrogate book station within the library system 3. Starting a Friends of the Library group
1	Funding will be the greatest challenge due to shrinking city, county and state funds available to the libraries to maintain and grow their operations.
1	Possibly the state cutting our funding. I often feel the library is the red headed step- child of the state, county and city budgets. Our library does a wonderful job of reaching the young and old alike. I think in some ways with the state of the economy, people reach out for the library even more for their needs, both educational and recreational.
1	Funding for materials and services is a constant. Because of the growth of the city and the need for additional materials and programs, a new larger building is badly needed.
1	square foot increase (this will be realized when we are moved to the bldg vacated by Health dept.) very excited!
1	1. Getting the community to realize that our library, with a new director, will become user friendly and come back to the library. 2. Hoping that the budgets will not be cut as the rural town doesn't get many monetary donations. 3. Working toward expanding the library facility, as the use of the facility for extended programs and events for users, esp. children, as is so limited at this time. 4. Bringing more computers for public use. 5. Being ready for new technology and providing it for the library users. 6. Incorporating school children into the library programs and visits to the library. 7. Availability of computer classes for the senior citizens. 8. A computer lab for students use after school and evenings.
1	Sustainability of services, enhanced use of technology, and adapting to the ever-changing needs of the patron.
1	finding the funding for books to build the collection--it is a pretty sparse collection for a city and county as heavily populated as we are.
1	Other than improving the physical condition of the West Polk Library, out greatest challenge would appear to be finding a way to effectively mess the resources we provide with the ever increasing use of the internet and technology such as iPads, Kindles, and the like. We need to find our niche where our local library can still attract our walk-in clientele.
1	The greatest challenge that our library faces is the funding that is going to be required for us to be able to offer our public access to the many advances that are being made in technology , and, at the same time, expanding our collection to insure that books never becomes obsolete.
1	Keeping books in all genres on the shelves, and adding new and relevant information. Using Science Fiction as an example continue to provide Heinlein, Asimov, Norton and other classics-- but also bring in new books

Count	Response
	and authors to the shelves.
1	Availability of funds to allow the physical growth of library expansion and to have books available for patrons in a timely manner.
1	Lack of space. Collection needs a larger area in order to expand to meet needs of public. Lack of funding for special projects that will bring the public into the Library and meet the day to day activities needed to keep a library viable in the community.
1	FINDING FUNDS FOR BOOKS, PROGRAMS AND BEING ABLE TO KEEP LIBRARY STAFF DUE TO NO INCREASE IN PAYROLL OR HOURS
1	Building a larger library to meet the needs of our Tellico Village community and keeping up with the ever-changing use of books with the emergence of electronic books, i.e. Kindle, Nook, etc.
1	I think there are two great challenges facing our county libraries; not enough financial support and declining use by our citizens.
1	Not only to keep existing programs and services afloat, but to provide new programs and services as dictated by advanced technology
1	A stagnant budget and space. There is no room to expand the present building, the county commissioners will not allow us to leave the downtown area, and we have too little room already. The county, with no industry and a high unemployment rate, is poor and has about maxed out its ability to support the library. It also does not understand that the library is the university of the residents of the county, a place for continuing education and help with many of the aspects of their lives.
1	To have enough resources to keep the library up to date enough in a way to challenge the readers with new and dated material To help the children use the library in a more productive way and encourage new members (young adults) to use the electronic books on line for information and enjoyment reading
1	Providing adequate services to our population. The library has significantly increased circulation and visits.
1	We are currently renting a building that is inadequate at best. Other libraries in our county have new buildings; therefore, it is very frustrating to for our building to be in an old laundry mat. Our circulation is higher than the other libraries. Our librarian is second to none! Yet, we do not qualify for some grants and for new technology due to the fact that we do not own our own building or because of lack of space. With the economy being in a downward spiral, I do not foresee a new building happening anytime in the next five years.

The regional library in your area provides a number of services that help your library do a better job of serving the public. Other than simply providing more money, what do you think is the single most important thing that your regional library can do to help your library?

Count	Response
1	21st century technology that is less labor intensive than systems used today
1	ADVERTISE THE LIBRARY AND ITS USES CONTINUALLY
1	Assist in securing grants
1	Assistance with grant applications and other funding opportunities

Count	Response
1	Being an advisory board.
1	CONTINUED TECHNICAL SUPPORT AND CONSULT SUPPORT
1	Close contact and coordination without micro managing
1	Communication, education and consulting with other libraries.
1	Computer support
1	Connect us with state information - and other important issues in library news.
1	Consortial help in library automation and other technical assistance.
1	Consultation, technology, training and continuing education.
1	Consulting service, grant writing, and technology support.
1	Continue with technology support and continuing education for the staff
1	Continue doing what they are doing.
1	Continue providing in-service training for our library directors
1	Continue the interlibrary loan system.
1	Continue to advise and assist us in communication systems
1	Continue to help build awareness of the library and the services offered.
1	Continue to provide full services,
1	Continue to provide special materials such as reference materials and assist with technology
1	Continued support
1	Continuing Education
1	Continuing all of the above listed services
1	Coordination of state support & resources, information, updates
1	Don't know since I don't think they have done much in the past
1	Donate books
1	Education and training of staff and board members
1	Encouraging the use of the library...
1	Expand service area offerings.
1	Extra cataloging and processing of books
1	Facilitating the distribution of electronic material
1	Find and provide technology for service. Provide the technical teaching for new products
1	HAVE STATE OF ART TECHNOLOGY THAT CAN BE SHARED BY ALL LIBRARIES IN THE REGIONAL SYSTEM
1	Help with technology uses and training

Count	Response
1	Help with the processing of books to release the ACPL staff to do other things
1	Helping the library director and staff by offering in-services and other training and advice.
1	I am a new member so would prefer not to answer this.
1	I am not sure what services you do provide.
1	I do not know enough about the working relationship to adequately answer this question.
1	I don't know.
1	I think they do a great job now
1	I'm not sure
1	I'm really unsure.
1	Ideas for things to do for the young people to get them into the library and reading.
1	Increasing access to library resources through the internet and other media
1	Interlibrary courier service is a great benefit
1	Keep them informed of helpful seminars and of any grants to be applied for
1	Keep us informed on new ideas in which we can help the public.
1	Keep us up to date on technology, available grants, etc.
1	Keeping the public aware of the new technology services that are available.
1	Keeping them informed and provide professional help.
1	Keeping up with changes in state and federal laws, policies and technology
1	Literacy programs and training programs
1	MORE SUPPORT FOR PROGRAMS.
1	Maintain the services currently provided by Becky.
1	Make sure that all services being offered currently are continued to be offered.
1	Offer technological support and training and professional development.
1	Offering in-service and technical assistance to the staff of our library
1	Perhaps training? Although I am not familiar with what is currently provided
1	Processing new materials and technology support.
1	Processing the material!
1	Procuring grant monies. Providing books, etc for use by the local library.
1	Professional Assistance
1	Professional consultation, especially in the area of technology
1	Professional development

Count	Response
1	Professional development for staff
1	Provide support in the form of technical help, training, and information.
1	Provide access to services, training and grants
1	Provide additional computers and/or upgrade the ones we have.
1	Provide additional technology and technology support.
1	Provide adequate training for the staff.
1	Provide advice and guidance.
1	Provide as many large-print fiction volumes as possible
1	Provide books and materials - Saves money for the individual libraries.
1	Provide information about the current trends in library science.
1	Provide more computers and up to date best sellers
1	Provide more resources for inter library loan.
1	Provide plenty of computer lab space and equipment
1	Provide professional advice to help solve problems.
1	Provide professional assistance in staff training and technology and consulting services
1	Provide professional consulting and technical services.
1	Provide services to help get the public more involved.
1	Provide support services and training to keep our library state of the art.
1	Provide timely technical support to all the library computer systems.
1	Provide verbal and technical support to our directors.
1	Providing tech support and technology equipment.
1	Providing technical support and material.
1	Publicize the library and its functions more.
1	Regional Director keep the Trustee's and Director's updated on all new information etc.
1	Share technological advice/collaborate on technological matters.
1	Support our capital funds campaign
1	Support outreach for volunteers
1	Supporting our library in all areas
1	Tech support
1	Technical assistance and continuing education.
1	Technical support and resources.

Count	Response
1	Technical support for computers
1	Technological support
1	Technology Support, Continuing education
1	Technology assistance
1	Technology service and provide books.
2	Technology services
1	Technology support and providing information on upcoming grants that might be available.
1	Technology support and training for staff
1	They provide valuable training for the staff.
1	Training Tech Support
1	Training
1	Training and assisting in of selection new library staff
1	Training and continuing education
1	Training for librarians and trustees
1	Training, sharing information
1	Treat all the libraries the same even the smaller ones.
1	UNSURE
1	Update services
1	Updating library personnel work skills.
1	Upgrade the training efforts in library science; none of the staff are trained librarians.
1	Access to books and other services (technology).
1	ask library director
1	assist in implementing program that highlight services offered by the local library
1	assist it in getting grants & advising it only new programs, but how to obtain them
1	assist with technology
1	available good books
1	book selection for interlibrary loans
1	books and material needs
1	building fund ideas
1	clerks to be more helpful and personable
1	connection with larger resources and issues - serves as a network of information

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APPENDIX E – Web Survey - Trustees and Friends

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Count	Response
1	continue ordering and processing materials
1	continue technical services, update in-service training
1	continue the good work that they are doing now
1	Continue to provide as much support to the directors as possible.
1	Continue to provide materials that we would not have otherwise.
1	continuing tech, support, move in-service training
1	continuous technology support
1	distribute books to rural areas
1	education
1	furnishing and funding continuing educations
1	give lots of support
1	Guidance
1	I'm not familiar with the regional library
1	in-service training for all updates in library procedure for local librarians
1	Info
1	information on grants, working with other libraries on sharing materials,
1	In-service training
1	maintaining & adding to the R.E.A.D.S program
1	make our representatives in Washington know the need for government financial support
1	more funding and book sales
1	organize team for Tennessee Lib Legislative Day
1	processing our books and tech support
1	provide guidance
1	provide support and guidance to local library staff and board members on as needed basis
1	provide support for all areas
1	Provide us with books.
1	providing consulting/professional/technical assistance to our library directors
1	providing support for local provisions
1	purchasing materials and processing
1	regional collections - sharing
1	someone always available to assist with any problem that arises

Count	Response
1	supply books and materials that we can utilize when not able to purchase them
1	supply more books
1	Support
1	support for all issues of indexing and new books
1	technical support
1	technical support and cataloging books
1	technical support/staff, more computer/ equipment/ videos
1	Technology
1	technology and training
3	technology support
1	technology updates and recommendations
1	technology, giving updated info in all areas
1	the help & assistance that the regional library gives
1	training information advocacy
1	we need to be able to consult with them when we have unusual problems arise
1	The regional library provides so many important services, I think they should keep providing those things they already provide, such as assistance, providing state materials, and providing support.
1	Attend our meetings and keep us up to date with current services and what will become available in the future.
1	The regional library can strive to achieve a more consolidated system of libraries in its group so that technological advances, advertising ideas, fundraising techniques, etc... can be shared between libraries in order to advance all the libraries in the system. The regional library will then also see the value of the local libraries within its system and be better able to help the local libraries in their weaker areas and better support the local libraries' areas of need.
1	provide us with rules and regulations on topics and situations, provide the trustees with more workshops on different days like Fridays and even Saturdays. Encourage the boards to do more and to know more about their role and responsibilities. Encourage board to have more feedback with the regional library. have brainstorming meetings with the board on how to raise money, provide more services, and how to know rules and regulations. maybe have meetings with other boards with the regional director present in other counties twice a year like every six months to get ideas what other counties are doing in certain situations, see if 2 or 3 counties boards can find a date to meet twice a year and make it on a Saturday or Friday even if it has to be at night to meet and even meet at one of the libraries and rotate it on a basics like once in Clay, next in Overton , next in Putnam, next in Jackson and so on.
1	1. The provision of adequate books and materials for use in the library. 2. Support and guidance for the library staff and other support organizations of the library.
1	Supporting them with the programs and putting knowledge before the public about the help that any library provides to its county children and adults.
1	It provides training; resources, such as books and information; and all kinds of support. The staff there is truly supportive of our library system.
1	Provide high quality support service, such as helping to locate sources of information on specific requested

Count	Response
	topics. The research that some people undertake can be on topics that the local library may not have at their disposal, and the "exchange" programs that Libraries participate in can be a very valuable tool in finding high quality accurate data that the internet may or may not provide easily, clearly, accurately or without being biased or self-serving.
1	Unknown - I know nothing about the regional library or what services it might provide to help our local library.
1	Money is the biggest thing. Without money - they cannot do and provide what is needed on the local level. You can have all the "support" in the world - but when your hands are tied and you cannot do anything because you do not have the funds. . . .you are just stuck
1	Making available new material and techniques to keep up with the ever changing advancements, particularly in electronic devices.
1	Our Regional staff has been most helpful in providing both technical and instructional support. Not to be discounted is the encouragement and advice given to the local librarians and trustees in dealing with personnel problems, policy decisions, finances and income to the library from donors and fund raisers. The guidance from the Regional staff has been invaluable.
1	Consultation on ways to serve the community, develop vision for the local board and give help in setting and achieving goals.
1	THEY HELP INFORM THE LIBRARY ABOUT GRANTS AVAILABLE AND ANY DEADLINES FOR SAME. THEY HELP WITH QUESTIONS ABOUT POLICIES AND BOARD QUESTIONS. THEY ARE A REALLY GOOD SOURCE OF INFORMATION.
1	Helping the county find sources of building revenue for the above mentioned project would be a great help.
1	They can assist us in book selection and obtaining the newest books which our patrons are requesting.
1	I can't think of any one thing. The regional library is doing an excellent job in providing us with what we need.
1	Provide resources for purchasing appropriate materials and books to provide our patrons. We could also use a mobile library for those who do not have transportation.
1	Idea is to help us continue our service to community, perhaps adding even more without making cutbacks due to budget.
1	Maintain a sharing relationship with area libraries as to meet the needs of all our communities in Northeast TN. Continue the positive approach to encourage the area children to use the library and the resources within the library.
1	The regional library fills the vital need for providing and coordinating the online connectivity within the region and provides ongoing professional development
1	To assist local government to develop and expand library services or to teach us how to approach local government in a way that will result in better cooperation.
1	Keep us abreast of developments beyond those of a local nature so we can respond and/or take advantage of these.
1	advertise the services the local library has to offer: think outside the box; a library has much more to offer than books, and the public needs to be aware of these resources
1	keep us informed about programs, grants, available resources that can enhance our library so that we have the most up to date material
1	I am not really sure. I think this is a question that our librarian would be much better equipped to answer.
1	Our library could not operate without the tech support from the region. WE also need the consultation and continuing education opportunities to keep out staff updated and aware of any ways to improve service to the citizens of our county.

Count	Response
1	Continuing education for the staff, technical support in terms of recommendations for equipment purchases, processing state-owned material
1	Guidance one-on-one and Continuing Education. Anybody can get stale but the seminars at Ft. Loudoun send us out refreshed and stimulated - we can do this!
1	Thru combining of regions has created a problem. This problem consists of abnormal amount of driving to different locations during normal and after normal working hours. The loss of productive time during driving is enormous. The Directors affected should be compensated for time spent above normal working hours.
1	Continued support of the library director is vital. She has taken advantage of all programs to help her do her job better and has put the knowledge to work to have a fantastic library for such a poor county. The Regional Director and staff understand the libraries in the region--all very different from each other--and offer individualized as well as group help. Several have large staffs and enough space to do their own processing; we have neither and won't due to the challenge discussed above. The Regional Director also does much of the research necessary when the library is contemplating the purchase of new equipment, freeing the local director to do her job of working with the public.
1	I make use of the interlibrary loan . An easily accessible web site listing who has what books available would be useful.
1	Continuing the educational workshops for the librarian and trustees that are close to our town. As a small rural library, we need to continue getting the help and services the regional library offers.
1	Resource input into current events issues technical service and letting staff attend library board meetings and also assisting librarians with issues they have the are very important as they don't have the help they need and can call upon the regional library staff which is a very valuable asset to local libraries
1	Advertise, let people know how important it is to use the Library. To inform them what the Library has to offer other than "books". "Facebook" would be a great place and it is free!!! You could list the latest books, movies, etc!
1	In addition to addressing the above, the local library needs to enlist (and embrace) the inclusion of youth, particularly those from approximately 7th to 12th grades; and with students' help design programs that revitalize the library's place in the community.
1	Keep it as nice as it is right now. It's a nice place to be, the people are friendly, there are a lot of opportunities for people to take advantage of like finding their ancestors to kids programs to the computer lab.
1	I think the training of local library personnel, both employees and trustees is very important. We also depend heavily on technical support.
1	get friends and trustees to volunteer or visit their libraries on a regular basis so they can find out the needs of their patrons as well as the library director.
1	Continue their present services which will be difficult with reduced funding. Everyone will need to find possible grants and other funding sources.
1	I am very satisfied with the help the region gives us, the information updates, the processing of books, tech support is very timely & helpful
1	Provide expertise to assist in obtaining grants, technology assistance, and keeping us updated on changes coming in the next year.
1	Provide professional and technical assistance to board and staff to improve library service. To keep us informed of state policies.
1	These in no one thing. We could not, with current manpower and funding, provide the services that the Region provides. Shifting the work load to the local library, which in our case means the city and county, so the State can improve its revenue flow is not the answer.
1	Technology support. Technology changes so rapidly and new technology evolves so quickly, no small library

Count	Response
	can keep up without technology support, which is too expensive unless shared within a region.
1	The three libraries of Rhea County are at distinctly different levels of technology knowledge and support. I think the agency most able to increase knowledge levels and provide a broad picture and pattern for growth is the Regional Library.
1	Give assistance to the local libraries that would never be in the budget of the smaller libraries.
1	keeping us abreast of what is happening on the state level and making us aware of available grants for group purchasing
1	Support of the shared online catalog system (Millennium) for the libraries in the region. The value of this connectivity is incalculable.
1	Technical suppport and continued training are the two services we need desperately. Along with those services, we need cataloguing and online circulation procedures.
1	Our regional library is very good at offering programs and workshops to inform friend's groups along with helping the library staff.
1	Training was most appreciated by my staff and me. The Public Library Management Institute was very beneficial to me, and the In-Services helped all of the staff. We tried to take advantage of all training that the State provided. Our library budgeted for travel expenses to these, and our long range goals included a minimum of training sessions for each employee.
1	Provide more cooperation. The library here is very helpful, but is always looking for new programs and resources. Interlibrary loan sometimes takes a while because the few employees are so busy; a regional library has more resources to tap.
1	Linking us up with the best sources for e-book access, for purchasing books and other library materials, for technological assistance, and encouragement.
1	Help set up computer classes and more senior services. We also need some help with involving teens
1	Be a conduit of information, materials sharing, and idea sharing so that we can leverage our resources more effectively
1	Provide expanded technical support to staffs of smaller libraries that are not able to have adequate and savvy personnel on their payroll or volunteers.
1	Our courier service and shared catalogue. This makes it possible for our small community to have quick and easy access to a large number of volumes that would be impossible to have locally otherwise. The sharing of materials means that each library saves money by not having to have minimally used books in each location. This is extremely important to us and to our region.
1	Nolichucky always answers any questions or provides materials that we need. Our libraries need this service
1	ADVISE AND CONSULT HOW TO ADAPT AND MAINTAIN COMMUNITY INTEREST USING NATIONAL AND REGIONAL TRENDS.
1	Technology assistance, cataloging and processing a great deal of the material that comes into the library. Help with reports and other information that must be provided to the State for funds and grants to be used by local libraries.
1	provide occasional staffing to cover vacations, breaks Keep computers running Help with weekly things like story times
1	Convenience between libraries and patrons across distances. Incorporate k-12 libraries with public libraries.
1	Publicize the book sales. Collect more books for the sale. Start a book club for adults and senior citizens. Offer free instructional class on getting familiar with the internet for seniors. Also, an expansion of the genealogy dept, or local history would be much appreciated.

Count	Response
1	Loan new and unique books. Put any books online that can be shared in that way. Advertise with RSS feeds or other means what is available.
1	The northeast Tennessee regional libraries have been able to share the Johnson City library catalog and share books from library to library that allows our library to work with the resources of a much larger network than just the local library.
1	technology support. in service training needs to be re-evaluated to make it more interesting & relevant
1	Access to the benefits of group purchase on things like the computerized cataloging system and computerized connectivity among other libraries, sharing of collection information, etc.
1	Keep us informed on grants and programs available to educate us on how to serve the community better.
1	To continue to be an advocate for the importance of maintaining a library and providing our lease book program.
1	Serve as a resource for the changing scenario in which libraries function today - such as technology.
1	The regional library assists our local library by helping provide more and current titles. This keeps visitors coming back to the library.
1	Educational, technical and networking opportunities for the library staff. Providing a centralized support network that not only provides human support but all provides needed materials.
1	Keeping the Rural Libraries informed new and existing programs. Our Regional Director has done an outstanding job doing this.
1	They are very supportive in providing additional materials and supporting our technology so we can provide better service to our patrons.
1	Help assess what a library of the future will be like. This would assist in determining space requirements and assure the money that is spent to purchase equipment is well spent.
1	I don't think I have enough information as to all the usual services provided to make an educated answer to this question. The areas that might be weaker today might not be the ones in most need as the cuts become a reality. I feel the Trustees and the Director are better placed to answer this one.
1	Making grants available… making all information and laws available... helping to make more children's programs available and also something for seniors.
1	Advertise and bring users into the library. People need to be aware that Gorham-MacBane is there and all the library has to offer. Support in the form of pushing legislators to back funding for expansion is another area where I believe the regional library could be of assistance.
1	Keeping us informed on current and future programs- Advice and information on proposed programs as well as on the performance of current programs is invaluable information. We will have greater success if we focus our attention on policies, procedures and programs that have a known success rate, as well as not wasting time on programs that have little chance of becoming beneficial to our community.
1	Provide aide in obtaining overdue books, for example, systems that are successful in other libraries, staff designated for that purpose, etc
1	We recently were threatened with a budget cut from our county government. Our regional director was immediately contacted and helped us with the documentation to present to the county commission regarding maintenance of effort. With her help, we were able to restore our budget and seamlessly continue our library's services to the public.
1	Continue to provide assistance that helps our library offer as much as we can to our county; such as computers, genealogy and programs for seniors and children
1	Helping with grants keeping us informed about question we may not be sure of and gen. information we may need.

Count	Response
1	Besides processing books and providing professional advice, the most important thing that our regional library can do to help our library is to continue showing support to the director and staff thus maintaining an up-dated facility. Sharing the pro's and con's of other libraries in the regional is a must for growth.
1	I wonder if offering classes to the public on use of technology would be beneficial or if there would be much of a response.
1	Northeast TN libraries share their catalogs with patrons in the system. This is a very resourceful service which I use regularly. Many times the books I'm seeking aren't available at local library, but usually others in the system do have such books to share.
1	Our regional library does a great job! Yes, we certainly need more money, but other than that, they could most help by better equipping the Board of Trustees for doing their job. Also, their help and support in developing and growing the Friends group is vital. We have a Friends group, but are in great need of leadership for the Friends. If we don't soon get some people filled in to the leadership roles of the Friends, then we may have to dissolve.
1	As space is very important perhaps helping to find more space, while still utilizing what we have .
1	Find ways to convince the local government that the library provides vital services for the community and that there is a need for a bigger building. We are desperately overcrowded.
1	Our Regional library acts as the leader of our Northeast Tennessee Library which provides more than 2 million resources to all the 6 counties in northeast Tennessee along with a courier service which delivers books to all the participating libraries. Continuance of this service is critical to our area, most especially to the small rural libraries.
1	Pay increases for the hourly employees. They are extremely underpaid for the quality of work they provide.
1	Making the public aware of the Library and its services to the community through advertising, exhibiting at any function that includes books, authors, etc. and making the state government aware of the use of libraries. I think Gov. Bredesen did a good job at that by including libraries with the Imagination Library and the commercials he did on the television stations in the area.
1	The single most important thing, to me, is help us keep up with the technology. There is absolutely no way we would be able to do this on our own. As we receive grants for computers, etc, the region has classes to help us with them. They also have other classes and info on what other libraries across the state and the nation are doing, and are able to help us.
1	insure the communities continue their contributions and that the libraries take on an increased professional manner of making decision by consulting and informing trustee's of proper methods.
1	Provide any expertise they can to do a building expansion program. Also any advice they might have to offer on getting the governing bodies of the county and city to recognize and thereby adequately support the importance of a library in the community.
1	The library need more room if it is to grow and keep up with the demands of the public uses. Right now, the computers, which are always in demand, take up a large area in the middle of the library. More space is needed for books, computers, research material and equipment, and storage space is needed. We are a small library with a big demand on the space we have.
1	Additional space and services are generally added costs but ideas to better serve the community would of course be appreciated.
1	They provide tremendous support with technical problems. We would not have the number of books that we have if not for them.
1	Information and communication - both by attendance at board meetings and mailing important information (for responses if appropriate)
1	I would personally like for the regional library to offer us assistance in developing a website for the Lewis County Public Library. It would be wonderful if we could offer an online catalogue of the materials that are available in our library and also if we could link to the other libraries in our region. This would allow for

Count	Response
	greater facility in sharing materials if the need arose.
1	IT support. We rely heavily on the computer network technician to keep our circulation system up and running
1	Provide professional library services that allow our local library to operate successfully with a staff of paraprofessionals and volunteers.
1	Continue signing up people to get a free library card and asking them to ask friends to visit the library and get a free library cars.
1	We are all facing challenging times. Sharing information that has been beneficial to one library may benefit other libraries. Instead of each one struggling with similar issues, solutions to common problems should be shared to see if that solution (or some modification) might be able to be implemented at other libraries.
1	Offering more online services; inter-library services and staff training, including volunteer training; streamlining inter-library services;
1	Help keep us up to date in the Tech. world! Continue to offer training and assistance to our library staff.
1	The regional library should keep an extensive selection of less popular books which can be sent to the local libraries on request.
1	The librarian is better able to answer that question. I would think that providing the librarians with current information and programs.
1	Rotation of reading material Letting members know more about the inter -library exchange allowing members to get books not available in their library but they can borrow from other libraries in the state
1	Providing assistance to the library to stay abreast of developments in library service within the region and state, along with helping the Board of Trustees deal with local issues.
1	Maintaining current services since this library is the only free access to books and other library services in this small rural community.
1	they are doing a wonderful job out reaching to the people in this area. I guess just more outreach
1	our library is a labor of love, and community involvement. single, items are not easy, anything you do leads to things that also have to be done.
1	Continue the process of inter-library borrowing. This sharing of materials, publications, etc. will be more vital in providing of quality services considering the strained budgets we have and will be experiencing. This allows libraries to provide services without having to own everything itself.

Please feel free to enter any other information or comments that you wish to share.

Count	Response
1	Becky Bailey does a good job as regional director
1	Becky Bailey, our regional director, is very knowledgeable and helpful.
1	Betty Jo Jarvis is doing a good job
1	I appreciate the wonderful support that our library gets from the regional library.

Count	Response
1	I love to read it is my life line to a sane life!
1	Let the board do their job and only advise when asked.
1	Lois is just doing a great job
1	Losing the above listed services would be very unfortunate for our local library
1	More support in the genealogy room with a computer for better searching the family history.
1	Our local director does a wonderful job.
1	Our regional library is an asset to our public library.
1	Our small county would have a difficult time maintaining our library without the Regional system.
1	THE RISING COST OF PRINTING FROM THE INTERNET;FROM 10 CENTS TO 20 CENTS PER SHEET
1	The librarian in Meigs does a wonderful job and is underpaid and needs more help
1	The wireless access recently installed at Clinton Library works great!
1	We could also use some help in development of our Friends of the Library support group.
1	We would be lost without the Regional Library and the services provided to us.
1	libraries are a great community asset
1	None
1	staff cheerful, competent, knowledgeable. Q#8 - Other: Supply appropriate paperback books to jail
1	very good director
1	The amount of space Linebaugh Public Library has to perform its work, such as collections, cataloging and repairing the books is tight, and with a larger space and more help the Library could get the newer books to the public faster, the damaged books repaired quicker, and the "behind the scenes" work done in a less congested area. The staff of the library does all this work in tight conditions with little or no complaints. They are to be commended on their service.
1	As President of our PCL Friends, I have the opportunity to work closely with the Board of Trustees for the Putnam County Library and gained a great appreciation of the role of the regional Librarian in advising Trustees concerning issues facing the Board. The regional librarian has excellent experience and knowledge of how other library boards have dealt with the same issues.
1	Clinch Powell Regional Library does so much to help our libraries that it is hard to tell someone how much influence that they have on the libraries in our county. They are always willing to help.
1	The regional library will find materials or answers when the local media specialist need additional assistance for their patrons. This helps to expand our services in areas that we cannot find information or need materials that are not housed in our collection. Because they maintain the servers for our library, an problems with on-line services can be addressed with specialist in technology used to dealing with library issues. They also will send someone to the local libraries to assist in-house if needed. Our librarians attends workshops that are provided by the Fort Loudoun regional libraries which helps them stay current with new trends, new materials, and services available for our library.
1	I am a recently elected board member and have not had a lot of experience with what the regional system offers, but I have relied on my regional librarian's advice and guidance in learning the ropes of my new job. I also attended a regional meeting for trustees and found it very helpful. I don't mean to disregard the materials provided by the regional library--I think it has supplied about one third of our total holdings. Much appreciated regional library system!

Count	Response
1	I do not feel it is necessary to have a regional director present at all board meeting and committee meetings. We are professional trustees governed by the laws and statues of the state of Tennessee. We should be able to conduct meetings without the regional director, as they are only there as an advisor and not to provide personal ideas and input. They should be present if needed, but not as a rule. Their time could be spent better in the libraries and not as a ruling voice.
1	We live in a rural community where the library is important to the community. The outreach to the remote areas is essential in keeping these people informed and involved with reading and educational materials.
1	Our librarian, Kim Hicks is the hardest working, most underpaid person I have ever been around. She is always optimistic and positive. We are so blessed to have her!!! I am in constant fear that she will go somewhere where she can make more money and be in a new facility.
1	Our county cannot afford to hire a certified librarian. A public library faces many challenges which require the expertise of a professional, and the regional libraries do this for us. They make us aware of issues and regulations, provide tech support we otherwise could not afford, and provide programming we don't have people trained to do. A library is not just a warehouse of books or computers; it is professional people helping others to find information and inspiration out of a deluge of data.
1	Regional libraries are vitally important to local libraries which are dependent on the resources the region brings. Without regional support, local libraries would be crippled in their mission to provide excellent information services to the community.
1	My anger with the lack of proper governmental support for our library is beyond polite expression!
1	The library of the future does not need reduced funding if is to remain a valuable resource in the community that it serves.
1	Our Regional Director , Beck Bailey does an excellent job, we couldn't provide the necessary services to our client without her support and resources
1	We are thrilled to have Susan Simmons as our regional representative; her knowledge and people skills will be a real asset to our libraries.
1	I hope that the reorganization will lead to an even more effective regional system. I have been proud to tell people that Tennessee has an excellent state library system of support for local facilities. I hope that this will only be improved!
1	I have been a library trustee for many years and feel that my ability to serve has been very positively impacted by the workshops I've attended and also by the attendance of the regional director at local meetings, making sure that local action is in line with the regulations and expectations of the state and goals for an effective library.
1	We have two of the best librarians that anyone could ask for. Betty Worley and Donna Moore are always friendly, dependable, and willing to help. They keep our library clean and organized.
1	I believe that the regional libraries provide excellent consulting services, offer workshops and training, and assist the libraries in many different ways. I believe the libraries can learn to do cataloging and processing without "hands on" service from the regionals.
1	I am concerned that progress made at our library; such as summer reading programs, improvement in materials for our young adults as well as programs to engage an age group so often overlooked in the community will be hit hard. We are fortunate to have a very strong genealogy department, the staff do a wonderful job assisting those from the community and from out of town. It would be sad to see any of these areas adversely affected.
1	Our Blue Grass Regional Representative is Marian Bryant and she is wonderful. She is so supportive and always willing to help us. We do appreciate her and what she does for us.
1	Our local library is the only place in our county that provides us with a place for research , computers for public use, and a fax machine as well as reading material on a variety of subjects. Without the library, we would have to travel at least thirty minutes to another library in the area. This is not feasible for many of the

Count	Response
	residents in our county, including seniors, low income families and school children. Our library is a vital component in our community.
1	An up-to-date, well-stocked library, with a variety of programs, is very important to our community.
1	In our small town the library is the only place that many people can use a free computer to file unemployment, social security and keep in contact with relatives and friends. We also have a very active Story Hour and Summer Reading Program. Our Friends of the Library Group is very active and provides many items and services not covered in the city budget.
1	Libraries provide so much to a community and yet our library directors are poorly paid despite years of progressive service. There would be no way to replace our current director with a person of equal ability for the salary she currently draws. The crisis will hit when so many of our rural libraries lose their staff due to retirement. Library staff have had to learn so much in the past eight years or so and have been stretched to the breaking point. Our library would not be able to serve the public without the tremendous contribution from volunteers like the "Friends" group. They provide both hands on help and money for items not covered in the budget.
1	Any time I have had contact with the regional director or staff, they have always seemed very friendly and willing to help our library.
1	Again, any and all help in teaching and equipping the Trustees in what their role is and how to carry out their job would be so helpful. Also, helping our library system to see the advantages of upgrading to a computerized system would be appreciated! Thank you!
1	Our library also hired a new director a year and a half ago. Our regional director was invaluable in our search process. She helped us to develop a process for searching for our perfect director which has been used as a model for other libraries in our area when they were faced with a new director search. Faith is a wealth of knowledge and experience and has been with us every step of the way in the process of not only hiring a new director, but building a new library facility and moving from the previous location.
1	as board members, we often have questions and comments relative to state and regional library policies, guidelines and procedures that can best be addressed by regional library staff
1	i thankful for our regional director and glad that we have one, they play a big role and provide us with great information. hope that we all can be better trustees and provide better services for our public. hope that we have more workshops and meetings at different days and times of the month so that maybe more people can attend and learn things. have a great day and thanks for the survey hope it gives you some new ideas. thanks again and have a great day,
1	We appreciate the help from the regional library in consulting, technology, continuing education, and materials.
1	With the state of the economy, usage of public libraries is at an all time high, creating an ongoing need for expanded services.
1	I know a lot of people use the Library to gain access to the internet for various reason, largely because they do not have access at home. I know that the Library has printed resources as well - both fiction and non-fiction. I know that it has been scientifically proven that young people who are encouraged to read at young ages generally do better in life than those that do not. I think that the "Library's" mission should be expanded to promote and advance the pursuit of our children reading at an early age. We need to be proactive and persistent in my opinion. Let us get our children away from the television, computers, cell phones and video games and encourage them to escape to anywhere else - through their pursuit of reading. I think that for the children that we can guide to read regularly, we will see a dramatic change in the POSSIBILITIES that they might have as they mature. This is the opinion of an older man who has never read "enough" but what I have read has improved me.
1	Some people are concerned about the books for rent at Linebaugh and don't want that to happen in Cannon County. The concern is that poorer people will feel left out. I do not rent books. I wait until they are available for free since I can't afford them. There is a concern that if everything in the library becomes a fee for service then people will stop using the library. The library must remain a free for use area.

Count	Response
1	We depend on the regional library to keep us current in quality of service we offer to our patrons. They are our window to the world outside our community.
1	As a Ph.D. candidate at a university in Michigan while living here in Tennessee, I can get journal articles through the university's interlibrary loan; however, I cannot get books sent to me here in Tennessee. I do not think I could be completing my Ph.D. as cheaply as I am while living at home if the Houston County Library was not helping me find the books I need. I would have to go 1.5 hours round-trip to Clarksville, TN for the same service. The people working at this library are fantastically cooperative and the library is such a good resource, not only for people like me, but also for the community at large.
1	I have not been on the Library Board for long, but we have some good people working to make our 2 county libraries better. We have great help from Ms. Lynette Sloan. Working with the library program in a County that turned down more than a million dollars of free money for a new library is a real challenge!
1	I HOPE THEY CONTINUE WITH THE REGIONAL LIBRARY SERVICE AS IN SMALL POPLUATION COUNTIES IT IS SO IMPORTANT TO THE LIBRARY FOR THE INFORMATION AND HELP THAT THEY PROVIDE TO HELP THE LIBRARY.
1	I certainly understand the need to conserve funds, but do not see that eliminating the Regional system is the appropriate way to do so. Perhaps a better way would be to start at the very top of the pyramid and shave there, gradually coming to the Regional level. Our regional office is grossly understaffed due to hiring freezes that have lasted longer than the Ice Age. Cutting Bookmobile service to daycares is akin to raising a generation of non-readers. Many parents don't read to or with their children and most children, even those who receive a book a month from the Imagination Library, want more than one book to read. The daycares can't bring their children to the library to check out books; it would be a logistical nightmare. The library certainly doesn't have the staff to pull most of its children's collection, check it out and then deliver it to the daycares in the county. The children will do without, never becoming library users or supporters. A few years of that and we can return to the library being a shelf of books on Aunt Tillie's porch, available for borrowing if a person has first washed his hands and Aunt Tillie thinks the book is suitable.
1	In our area the regional library has always been a valuable service. I remember back to bookmobile days and the wonderful excitement that it brought to communities. I believe the outreach programs of today carry forward that ideal. I have found the staff to always be topnotch in professional expertise and knowledge. Their willingness to help goes above and beyond what can be expected in the private sector. I hope that the value and integrity of the regional libraries can be maintained during the reorganization process.
1	The library at Dunlap is a beautiful, historic facility. The staff there are doing a wonderful job. The library is well-stocked and has computers for use by the public. As a Friend of the Library, I help with the twice-yearly book sales and they are loved by the community. It's amazing at the number of folks who come to the sales and the variety of books and media for them to choose from. It's an indication of how well-run the library is. This library serves every part of the community and loves doing it!! The officers of our Friends group are always on the lookout for new ways to help their area.
1	The Region plays a critical role, providing services necessary for our library to meet the needs of the public in Haywood County. Eliminating or curtailing there assistance would create problems we would not be able to overcome.
1	I feel that the system of using a regional library to support and enhance the local public libraries is a valuable tool, especially for small rural libraries. As a county executive I feel that our regional and local public libraries are a valuable asset to our counties and the operation of county government. I would highly recommend maintaining a system like this to serve our citizens.
1	We have really benefited from the expertise and advice that Faith Holdredge has provided us. If we have a question, we know who we can turn to for advice and she has always helped us find solutions as quickly as possible. Faith has also been wonderful about advising us of available programs and grants that we are eligible to apply for.
1	I am not in the library a lot. I do not use the computers or go to the children's story hour. I do occasionally check out books. What I would like to see is more new released books. I would also like to see more book sales if possible.

Count	Response
1	Regional libraries should serve those county libraries most in need. The bigger, more self-sustaining libraries can most likely get along on their own.
1	Ms. Betty and Ms. Donna do a wonderful job at our library. Ms. Betty has been librarian for close to 50 years. Any child in our county who has ever visited the library LOVES Ms. Betty! She and Ms. Donna make sure that the children of our community have a great experience visiting the local library. Our library has a Story Hour for pre-schoolers that helps to get kids excited about going to school. We also have a summer reading program for school age kids, and also a separate for teens and pre-teens. I personally don't think you could find two better people to work in our library than Ms. Betty and Ms. Donna. I have been using our local library since I was in Middle School and I am now 47 years old. Our library is a vital part of our community!
1	In my opinion, book stations in areas far from libraries serve a worthwhile purpose and should be kept.
1	we have enjoyed the assistance of Jennifer and are sure that Faith will continue as a temporary aide....
1	When Don retired there were those at Nolichucky Regional who answered any questions and provided any help that was needed. I think they are very important to our libraries.
1	Having a Regional Library Director is a tremendous support to the local libraries. Their guidance cannot be measured.
1	Thank you for allowing me to participate in this survey. I have only been a trustee since September. I hope to be more knowledgeable the next time I have such an opportunity.
1	The regional office has been a great help to us as a small community by letting us know what is needed and how to accomplish what we need.
1	Speaking as Trustee for a small rural library, the above services listed provide inestimable worth for our community. Watauga Regional provides the technical and professional support which is lacking in small rural libraries. Our library does all book processing and cataloging of most of the fiction, children's books, and similar materials. Assistance from the Regional Library for difficult cataloging, as well as placing our new items in the state catalog is most helpful. The consortium of libraries makes our collection of 50,000 items a part of the more than 2 million resources available to our citizens. This is a benefit which our citizens greatly appreciate and the delivery by the Regional Courier Service makes all these items accessible in a very short time from their request. We believe that Watauga Regional Library provides the services our communities most need, several of which are NOT processing materials, ordering materials, etc. These services the local libraries, even a small library like ours, can perform readily. Even simple cataloging can be done at the local level. We believe that Regional Libraries should perform those services which cannot be readily handled at the local level, such as oversight and technical support for consortium matters and technical maintenance of the servers, as well as interface with ETSU on catalog matters, software changes, internet provision, etc.
1	I did not know the role of the Regional Library office until I became a Board member. Based on the ever-changing role, needs, economy, and areas over which we have little control, the Regional office is critical to what the state and local community do to provide a service that is more valuable than ever; increasing in value daily.
1	1. We will have a new Director, Crystal Smith, effective Dec. 1st. 2010. She has been with this library for 6 years and is the person this library needs. 2. There are over 4000 books that have not been checked out in 5 years. This is an over- whelming job. I guess the best bet is to just jump in and do a little at a time. What do you suggest?
1	On an earlier question I had to say the our regional director had not attended the meetings of the local board recently. However, he almost never missed a meeting before his illness. I think it is important for a trained professional librarian to advise the library directors (some of our folks in charge do not have college degrees of any kind), and also to advise the local board members who are sometimes great library users, but not great library administrators.
1	The information gathered must be factual and in the best interest of the library patrons. The fact that Tennessee is very low in academics compared to nationwide should be an incentive for improving the State of Tennessee Library system.
1	Serving on the Library Board is very interesting. Citizens are very proud of our library - and its leadership --

Count	Response
	we know it is a wonderful resource for our community. We also know that we are lucky to have the kind of Financial support we have from Johnson City. One issue that sooner or later must be addressed is the fact that we do not have much financial support from the County.
1	Books that circulate through the regional library certainly need centralized cataloging. Also, in small local libraries, staff need cataloging support. We are fortunate to have a person who has developed the skills and experience needed to do an excellent job as a cataloger, thanks in great measure to the regional library's support. Commercial cataloging can be helpful, but a skilled person is still required to deal with local materials and donations. Few rural libraries can attract academically trained personnel. The regional library is invaluable for this service.
1	I have worked with the staff of the Reelfoot Regional Library in several different capacities for many years. I have worked with them as a patron, a librarian, a regional board member, and a county board member, and they are a great group of women. They have always been very courteous and helpful, not only to me, but to everybody I have ever seen them come into contact with. When I was in charge of setting up the Big Sandy Library and getting it up and running, they were extremely helpful. I couldn't have done it without them. I am eternally grateful to them.
1	We have only lived in this community for 1 1/2 years but one of the things that we noticed when we moved here was the quality of our quaint and historical library. I sincerely hope that it continues to be adequately funded since it makes a major contribution to literacy in this county.
1	I think our local library does an excellent job! They are friendly and helpful. They will look for any resource they can to help you.
1	Our library needs a catalog system that is technologically up to date. Currently you are unable to do a random search on our system. If you do not have the title EXACTLY correct, the system will tell you the resource is unavailable. Resources are going unused, because they can't be found. The ability to access the card catalog from home would be an added benefit as well.
1	I feel we have a good regional library system in the Upper Cumberland area and I hope that we can keep it there.
1	We got no money whatsoever from our state with help when we built a new building two years ago. This is not fair! We owe over $900,000
1	i would like to see more things done in the library. 1) teach adults to read. 2) teach Spanish. 3) afterschool program to help children with their homework, book reports etc. 4) have a sign language class 5) have a book reading class for children, let them read books. then tell the group why they liked the book or why they didn't. 6) get out to the school's let them know about the library , what they can do in them.
1	Having been on the Friends of the Library Board since it was formed/chartered, I have not felt that the Regional Library Board has been able to successfully advocate for us with regard to funding from the Sumner County Commission. To my knowledge there has been little communication between the regional members and our Friends Group. It would be nice if more information were shared with us from time to time.
1	Last year our regional director had a series of strokes, thus making him unable to attend our meetings. Up until then he was very diligent
1	the regional system at present is long overdue an "overhaul" - top heavy with salaries at the regional level which drains the state money & it does not get down to the local libraries
1	Our library does an amazing job with the resources allocated to it. The region is an important contributor to its ability to serve the community. As already indicated, the region can best assist the library by providing technological expertise, consulting and advice, and continuing education, all best shared, instead of provided library by library. When the trustees encounter something new or uncertain, the region is of great assistance by providing the experience of other libraries or by soliciting a consensus on the issue at hand.
1	I feel that the Reelfoot Region has provided a service to our local libraries that cannot be measured. We have many small libraries whose staffs have little or no library training. The Reelfoot Regional has provided the expertise to help these folks become very competent at their jobs. I know that the Reelfoot Regional Library staff has helped local libraries relocate when new libraries are built; helped when libraries receive

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	water damage; aided the local librarians with weeding collections; and many other similar activities. Our Regional Library provides many services that make all our communities better.
1	Question 6 & 7: I am on the Board of Etowah, McMinn County, and Trustee at Ft. Loudoun. All information gets passed from the Regional meetings and McMinn County Board meetings to Etowah by me. Our Carnegie Library has 14 steps outside, 5 more inside. The Regional Director is unable to handle these steps (as are many in our town!) so the fact that she doesn't attend Etowah Board meetings is not to be seen as neglect on her part. It is covered, and she is always available and attentive by phone or email. Senior Outreach - this is indirect - handled by Etowah to Senior Center, books received from Region.
1	Our Regional director, Marion Bryant, adds a great deal to our Board Meetings and is up on all the new programs offered to the library. Having been on the Regional Board in the past, I witnessed how she helped the libraries grow and put her suggestions in play.
1	The Washington County-Jonesborough Library system would still be in the Dark Ages without the support had received over the years and continues to receive from the Watauga Regional Library. I am sure the same could be said for all the other libraries in the system. Without the regional library, the citizens of our county, region, and state would be much the poorer in so many ways.
1	I am not qualified to answer the question regarding ranking of services --- I think E. G. Fisher does much of their own ordering, cataloging, processing, but I am not sure. The answers I gave are from a personal viewpoint. You did not include Sirsi, which is the one most important function in our Region.
1	We are very grateful for the services that are provided to our small county by the Blue Grass Regional System. We are especially fortunate to be able to have Marion Bryant as your representative in our area. She is the consummate professional and has been an invaluable asset to our local library. As a member of our local Friends of the Library group, I have had occasion to sit in on many library board meetings where Marion was in attendance. To say that I am impressed with Marion would be an understatement. She is the BEST! Without elaborating, Marion knows of our local struggles. She also knows that we are turning a very monumental page, and we look to the future with great optimism. Our new librarian will take the helm at the end of this month. She is highly qualified and very excited about the opportunity that has been afforded her. She is a very intelligent and skilled individual who is very people oriented. We look forward to great things happening in Lewis County! We thank the Blue Grass Regional Library for their continued support. We are very humbly grateful for all that you have done and all that you continue to do on our behalf. Very respectfully, Carole Ward
1	The Watauga Regional Library is generous and provides almost any help that is requested of them. We appreciate this.
1	The Warioto staff has always been willing to work with us to best meet our needs and our public's reading requests. Our services would be greatly diminished without them. Thanks!
1	We have, for the size of the community, one of the nicest libraries available, period. I have lived in major cities, (i.e., Orlando, FL, and Charlotte, NC. This library will stack up against them for personality, comfort and almost selection.
1	The regions should be reduced to 4 providing only professional services, education and technology advice/service. Money savings could then flow to local libraries.
1	#6 on the survey: Notifying the head librarian and the trustee chairman of grants that become available. Availability of any questions that are a concern of the board or librarian. Our regional person and staff provide so much help to our library. The children programs, workshops, processing materials and knowing the latest in the changes of the library needs and information on the state level, which they relate to our library staff and trustee. Someone we can call for help anytime with any concern or question. A much needed service, so close to home.
1	Our regional library is the backbone of our local libraries. It helps support and expand the amazing programs and resources available through our library. Regional Library personnel always seem to be the "go-to" people that our librarians depend upon. They know the answers to important questions, make suggestions to improve library services, and provide support for our smaller libraries that desperately need extra help. I can't imagine what we would do if the regional library goes away or goes farther away. We really depend on the

Count	Response
	personnel there for a myriad of information, materials, and support that make our local libraries the success stories they are today. The Reelfoot Regional Library is low key and does not seek publicity... but their employees play a critical role in the work our libraries do. Without the Regional Library, we could never accomplish our outreach initiatives or maintain the important programs our libraries offer. To abolish or diminish the regional libraries will immediately and negatively impact the communities that our libraries serve. Regional libraries are a bargain at any price.
1	This is one of the nicest libraries around. And for a small town, the community is very proud of it.
1	The regional library is the hub of rural libraries and does a great job of providing services to those libraries and their patrons
1	As the communication and electronic communications evolve it is imperative for the public libraries to not only maintain what is needed to serve the library patrons but also be able to absorb and facilitate the advances in a reasonable manner. I find the value of the libraries increasing in our communities as they are often the "go to" references for our citizens.
1	I enjoy being both a volunteer and a member of the Friends Board. As a volunteer I have enjoyed witnessing the hard work of paid employees, the hard work of volunteers and the focus on reusable and cost efficiency. If every business, profit or non-profit functioned like the Johnson City Public Library in the dedication of the staff our country would be at a better place.
1	M-H Library is one of the larger libraries in the region. I have felt for many years that the regional system was outdated and needed to be revamped. The technical support provided by the region is priceless as well as some of the services offered statewide. We have staff to process books; therefore, grants to purchase books would benefit us more than the outreach and book processing services.
1	The Director and her staff are superb. We as a community are extremely fortunate to have them and I wish more in the way of benefits could be provided for them.
1	Our Regional Director is a very knowledgeable and helpful consultant for the White House Public Library. She is very supportive in all the library's endeavors. One of the many jobs she performs is helping us understand where the state is going with library services and how the state can help with individual libraries. She keeps us informed.
1	Only around 12% of homes in our area have computers in them. The library is usually working from a waiting list for the few public computers available. Someone needs to help others (legislators, etc.) realize what a wonderful tool this is to the community. The technology needs to expand to serve more.
1	Caney Fork Regional is very supportive of everything we do here and is always willing to help out in any way they can.
1	Our regional library has been invaluable. They have provided help and support on many levels. Personally, I don't know how our libraries could function without them.
1	We have a wonderful Library with a tremendous staff and they deserve ongoing assistance from the regional library.
1	In Polk County, we are very dependent on the Fort Loudon Regional Library staff. We have no professional librarians. Without regional assistance, we would be hard pressed to function.
1	The Johnson City Library is important to the community and the local governments need to support the library as it continues to serve the changing needs of the patrons and the citizens of Johnson City.
1	Our library probably could not exist without the regional library and we appreciate them very much.
1	I HAVE LIVED ALL OVER THE COUNTRY. FOR A SMALL-TOWN LIBRARY, THIS ONE IS THE BEST. IT SERVES AS A GATHERING PLACE FOR PEOPLE AND INFORMATION. IT IS A WONDERFUL PLACE!
1	I feel the library is like an old friend Great for information and enjoyment A place you can go for the quiet times you need while looking for great company You can share the lives of the famous and not so famous, choose the way to improve your life or just have a needed laugh. PLEASE ALLOW THIS LIBRARY TO KEEP UP ITS GOOD WORK

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1	Our regional library director is an asset to our board meetings. She is able to share information from the regional library and help us see how we fit into the big picture of libraries in TN state. It helps to know that the regional library envisions a consolidated library system in the next 5-10 years. This is particularly important to me because I come from a huge county-wide library system where shared materials in an integrated library system enabled me as a patron to have access to a vast array of library materials in a very efficient manner. And in an era of online access to materials, it's nice to know that we have slowly moved into the arena of e-books and such that make the library more appealing to our patrons. I like that we are headed in the right direction and hope that we continue to improve our pace at which we advance.
1	Our library is small but we are able to offer our patrons many of the services of larger libraries, thanks in part to a great group of volunteers and members of our Friends of the Library group. However we cannot do everything and need to find additional sources of funding to enhance what we can offer in the future and make it possible to continue our present level of services.
1	I think that the seminars provided by the Regional Library are very important for the libraries' staffs. With the workshops they can address topical issues from a professional standpoint which would be unavailable otherwise. Skill development is also part of the instructional mission the Regional Library provides. Without the Regional center there is no professional guidance for libraries without certified librarians.
1	The technical services were a godsend and rescued the library on many occasions when our computers and/or circulation system were down. There would have been many days when the library would not have been able to provide Internet access, and staff would have had to keep a written account of checkouts and check-ins until the system was up and running again. So thank you! For everything!
1	The Regional Library System is important in that it is a way of keeping the local libraries and staff in touch with others in their area so that they can encourage and support each other as needed. Many of the libraries have staff that are not certified librarians so it is good to have close contact with the Regional Librarian who is better informed about the rules and regulations of the system as well as has knowledge of the ways in which a library should be operated.
1	This library is under the wonderful direction of Sue Randleman, but she is very short staffed and I know anything that would cut down on time used by her and the staff would be greatly appreciated.
1	Our regional librarian, Susan Simmons, is very informative and encouraging. She gave a brief summary of the progress/strengths of all our county libraries at the Nov session of the Scott Co board of Commissioners & County Mayor. It was very well received
1	The Library is one of the top centers in the community to educate the public in all areas with many free opportunities to learn. I would love to see our library grow in size and services to benefit our community.
1	Libraries are anchors as well as building blocks within a community. For many they provide access to information and materials that would be unavailable...computers, newspapers, children's programs, books, etc. For some the library is a safe place. For newcomers it is a link to the community as a whole. The library is key to the growth and development within the community, if for no other reason than being a source for information. When we moved into the area the day we got our new driver's license, we registered to vote and went to the library for our library cards. We have been there almost weekly ever since.
1	Our previous director was recovering from a health issue last year and then resigned when the reorganization was going to affect his position. In prior years he was a regular attendee at our board meetings and also was an excellent source of what was happening in the field from local, regional, state and federal sources. He was always sending us emails about issues we needed to be aware of from these sources.
1	How about recognizing a library in the system that has done an outstanding job in improving services through innovative programs and fund raising programs. The Adams Library has a "Friends of the Library" group that has raised a lot of money to support the library.
1	We really depend on or regional staff. They are our go-to whenever we don't know where to turn. Their help has been invaluable
1	My Sequatchie County Library works well with the community in providing all forms of information. Miss Betty Worley does the best possible job of making library materials available to the community. I also believe that

Count	Response
	all libraries should support the Books from Birth type of program with any monetary support available. Our young people to be well informed citizens must become immensely interested in the printed word at an early age and to the maximum extent possible.